Services Communication Negotiation Research Evaluation

BFLS Annual Report
2003 - 2004

Yukon
Government
Gouvernement

106-06686/

SERVICES: To assist various government departments in establishing French language services and to support the efforts of other organizations to provide French language services; to provide departments with excellent central translation and interpretation services.

COMMUNICATIONS: To make known government programs and services, and to encourage the use of these services; to promote knowledge and understanding of the *Languages Act* and the French Language Policy and to encourage departments to share information on available French language services among themselves.

NEGOTIATION: To negotiate the establishment of self-generating French language services with government departments; to analyze French language services implementation with Association Franco-Yukonnaise (AFY) and to negotiate with them a level of funding for the francophone community; to negotiate and manage the five-year Canada-Yukon Funding Agreement.

RESEARCH: To undertake required research and analysis in order to identify clients (their goals and objectives) and resources (both people and material); to gather information on the use of French language services.

EVALUATION: To assess French language services in Yukon, and to take part in the evaluation of the five-year Canada-Yukon Funding Agreement.

The mission of the Bureau of French Language Services is to promote and implement French language services which are practical, accessible, and usable and which fulfill the requirements of the Languages Act. *The bureau serves to facilitate interactions between the federal and territorial governments, the territorial government and the francophone community, and supports the work of the government, the Premier, the Cabinet, and government departments and organizations, while respecting the interests of each. It projects at all times a positive image of francophones.*

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Bureau of French Language Services

Annual report
2003-2004

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Introduction

The purpose of this document is to provide information on French language services offered by the Government of Yukon in 2003-2004. The first portion of the report briefly describes the mechanisms in place to ensure quality in the delivery of French language services in the Yukon. The second part presents the actual achievements with regard to French language services in 2003-2004.

This report is based on government records and activity reports from individual departments and constitutes the activity report of the Bureau of French Language Services as defined in section 6.2 of the *Canada-Yukon Funding Agreement on the Development, Enhancement and Implementation of French Language Rights and Services.*

Delivery of French Language Services in the Yukon

Bureau of French Language Services

The mission of the Bureau of French Language Services (BFLS) is to implement and promote French language services which are useful, usable and used and which fulfill the requirements of the Yukon *Languages Act.*

BFLS's main role is to assist departments and agencies in delivering, in priority areas determined through consultation with the francophone community, French language services that are useful, usable and used. BFLS also offers translation, interpretation and revision services and also French training to adult students.

Occasionally, the Bureau translates documents for non-profit organizations as well as for the regional offices of various departments of the federal government located in the Yukon.

Consultation

The Department of Highways and Public Works, through BFLS, co-ordinates in various ways the consultation process between the Government of Yukon and the francophone community.

Committees

Advisory Committee on French Language Services

The purpose of the Advisory Committee on French Language Services is to ensure open communications between the French community and all levels of government. The committee, composed of representatives from various priority sector departments, the Yukon Government Employees Union, the francophone community and the Association franco-yukonnaise (AFY), deals with a range of French language issues such as contribution agreements, annual reporting and the overall relationship between the government and the francophone community. This committee is chaired by the Deputy Minister of the new Department of Highways and Public Works which took over the responsibility of the Bureau of French Language Services following the dismantling, on April 1st, 2003, of the Department of Infrastructure by the newly elected political party.

This committee has not met since January 2000.

Working Committee on French Language Services

The Working Committee on French Language Services consists of 2 representatives from both AFY and BFLS, including the executive director of AFY and the director of BFLS. Meetings must include the latter two. The committee holds bi-weekly meetings to deal with issues related to French language services. These meetings had been suspended as a result of the threat of litigation from the francophone community but were reinstated shortly after the new government took office.

Interdepartmental Committee on French Language Services

The Interdepartmental Committee on French Language Services meets regularly to discuss services offered by government departments and agencies, as well as budgeting and long-range planning. All departments and agencies are represented on this committee.

Complaint reporting and resolution

Anyone with a complaint regarding the delivery of French language services or the absence of a service can contact BFLS. BFLS then communicates with the service provider and works out an appropriate remedy to rectify the situation within a reasonable timeframe.

Priority areas

The Yukon Government, in close collaboration with the francophone community, has identified priority areas where direct French language services should be provided: communications, education, health, social services, justice and public safety, and economic development. In addition to the departments and agencies associated with these priority areas, other departments and agencies call upon these bilingual human resources they have to provide French language services. Departments that do not have bilingual staff use BFLS resources. All departments produce bilingual publications and ensure they have signs in public areas in both official languages.

Services to non-governmental organizations

Every year, BFLS translates the annual report of the Human Rights Commission and that of the Office of the Ombudsman. On occasion, the Bureau provides interpretation services for community-based organizations as well as some translation services.

Achievements in 2003-2004

Bureau of French Language Services

Funding and contribution

In addition to the core contribution of $1,350,000 for 2003-2004, the federal government has provided the territorial government with $33,500 for special projects. Already last year, 2002-2003, the special projects funding of $70,000 represented a significant decrease compared to the first three years of the 1999-2004 funding agreement ($120,000 for 2001-2002, $264,000 for 2000-2001 and $167,500 for 1999-2000).

This was the final year of the auxiliary agreement for the expansion of the Petit cheval blanc daycare which is yet another example of a successful partnership project between the francophone community and the territorial and federal governments. The total costs for the two-year project amounted to $196,500 of which $157,000 was funded through Canadian Heritage and $22,000 through the Government of Yukon.

The Bureau has allocated $698,601 of the core grant to meet objectives 2 and 3 of the funding agreement, namely consulting and communicating in French with the francophone community and evaluating French language services. The departments received $740,982 to support the provision of direct services to francophone clients.

The territorial government absorbed an excess expenditure of $228,883 due in part to ongoing costs incurred as a result of the 2001 administrative transfer to the Department of Highways and Public Works (formerly Infrastructure) and the transfer in 2002 of the Adult French Language Training Centre from Education to BFLS. This amount includes an unexpected contribution of an additional $2,000 to the Daycare extension project.

For the year 2003-2004, AFY received $127,300 to provide a range of services to the Yukon francophone community: information, consultation, evaluation, promotion and recreational and cultural services.

Planning

In addition to managing the core funding, the Bureau coordinated the distribution of additional funds received from the federal government for two special projects this year.

This year marked the final year for the special project with *L'Aurore boréale*. $20,000 was granted to enable the newspaper to continue to publish bi-weekly rather than monthly. This was part of a four-year plan to help the newspaper reach its goal of greater self-sufficiency via increased advertisements opportunities. This special project has been highly successful as it has been made obvious that the newspaper is the most effective communication tool to reach the francophone community of the Yukon.

An additional special project was approved for a Bilingual Web Coordinator position for which an amount of $13,500 was allocated for the initial phase. This project will run over a period of two years and will help ensure that the Government of Yukon has a significant web presence in French, especially in identified priority areas.

Complaints

In 2003-2004, 12 complaints were made regarding the lack of availability of French language services. This represents a 50% decrease compared to the last two years where 23 complaints were recorded in 2002-2003 and 20 in 2001-2002. Most complaints concerned English only advertisements and correspondence sent in English only.

All complaints were referred by BFLS to the departments and agencies concerned and corrective action was taken.

Translations and Revisions

Figure 1 shows the number of translation requests over the past four years. Figures 2 and 3 show the number of words translated and hours of revision for the same period.

The number of requests remained comparable in the last three years, with 983 this year, 929 in 2002-2003, and 930 in 2001-2002.

Figure 1 - Translation Requests

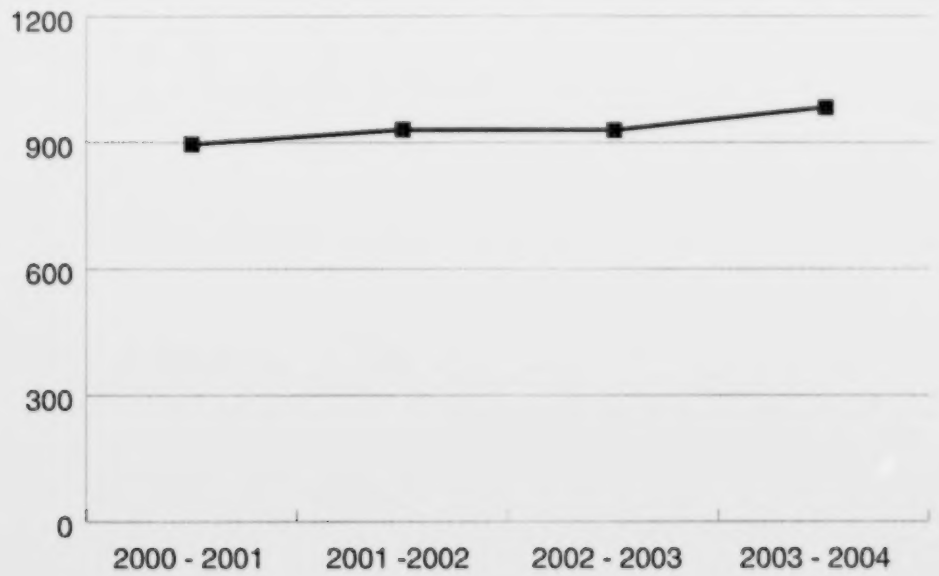
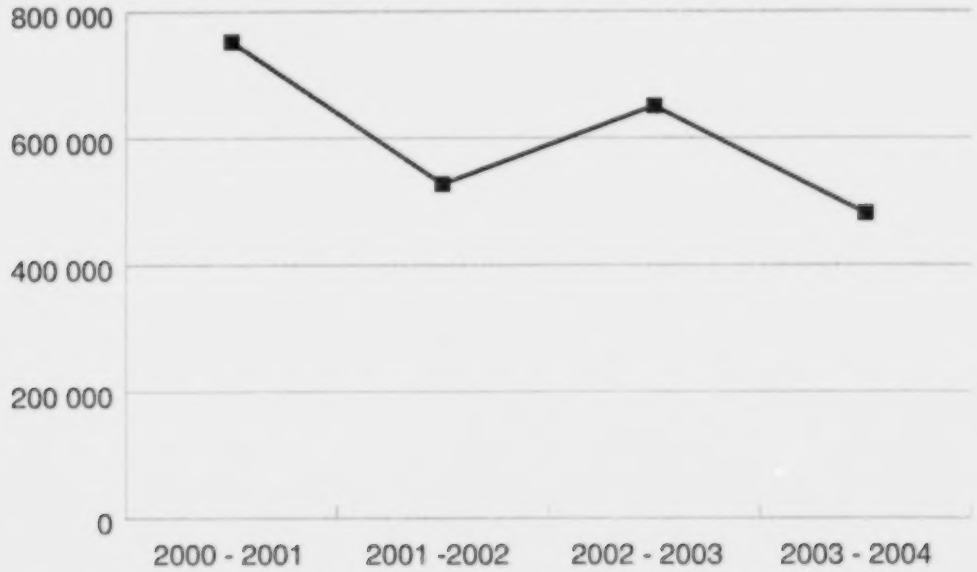


Figure 2 - Number of Words Translated



The number of words translated, on the other hand, have fluctuated more considerably due to changes in staff composition.

Hours of revision, for their parts, have been pretty stable in the past four years as shown in Figure 3.

Figure 3 - Hours of Revision

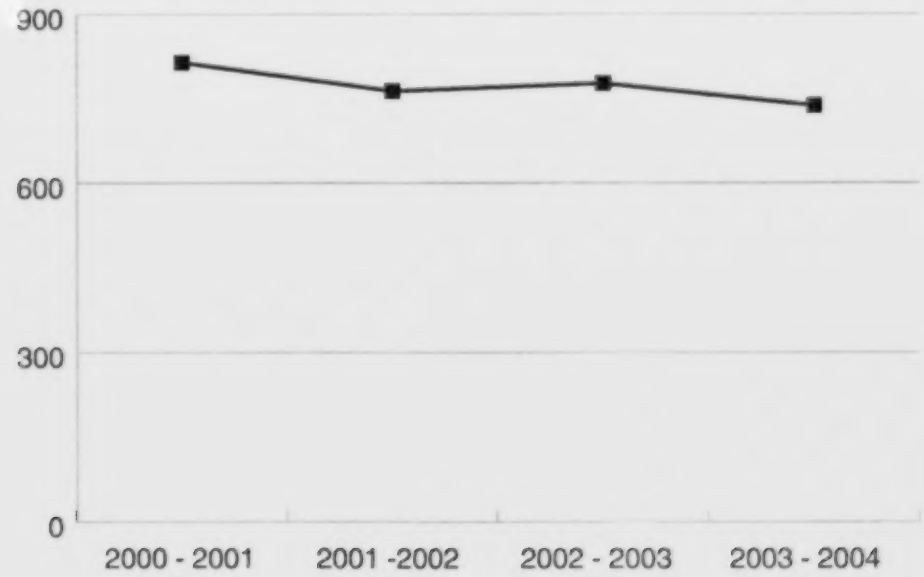


Table 1: Types of Translation

	2000-2001	2001-2002	2002-2003	2003-2004
Advertising	104	110	101	80
Forms	60	57	65	118
Letters	94	143	98	77
Press releases	258	298	248	291
Publications	141	112	150	212
Signs	14	8	24	20
Educational material	10	3	2	
Web sites	40	30	86	54
Others	175	169	155	129

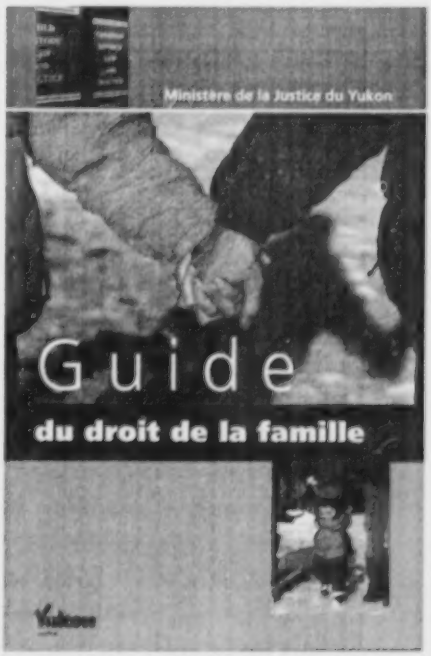
Table 1 shows the number of documents translated by type of translation.

Interpretation

BFLS provided interpretation services on 9 occasions this year which represented a total of 15.25 hours. Since the departure in 2001 of its staff member who had been handling most of the interpretation requests, BFLS has not been able to find a translator having the necessary training and inclination to take over and, thus, has been forced to curb the promotion of the service.

Education

As is the case every year, the catalogue of resources entitled *Resource Book for Yukon Teacher's* was translated by BFLS.



Justice

Court Services

A bilingual clerk provided various court and court-related services to Francophones. In addition to translating documents as requested by officers of court, the clerk also answered inquiries in both civil and criminal matters. This year, the clerk answered 36 civil inquiries and 9 criminal inquiries in French as well as various other inquiries pertaining to legal questions.

Legislative Services

Two full-time bilingual legislative counsels drafted acts and regulations and provided legal opinions to other departments. All acts, regulations, ministerial orders and orders-in-council adopted in 2003-2004 were translated and produced in bilingual format, for a total of 11 statutes, 35 House Amendments, 216 regulations and orders-in-council, 14 ministerial orders, 234 orders from the Workers' Compensation Health and Safety Board and 565 miscellaneous documents.

A representative from the department continues to participate on the Working Group on Access to Justice in Both Official Languages. The task force has four main objectives:

- decrease the isolation of prosecutors who work in both official languages;
- train judicial system staff about access to justice in both official languages
- develop a support system for stakeholders in the judicial system; and
- offer educational modules to raise the awareness level of accused persons and litigants regarding their linguistic rights.

The department also participates in a program funded by Justice Canada that has been set up to provide training in French legal terminology for people in bilingual positions in the justice system.

Health

Health and Social Services

- Health Services Branch

Over the past year, two bilingual nurses at the Whitehorse Health Centre offered post-natal (postpartum) visits; adult immunization clinics, child health clinics; walk-in clinics for children, and group or individual prenatal classes. Appointments for foreign travel consultations and appointments for students on health related topics were also offered.

Bilingual information was available for Insured Health Programs such as hospital & physician claims, pharmacare and extended benefits, medical travel, and more.

- Social Services Branch

A bilingual social worker is responsible for providing information support to clients who are receiving income support or social assistance, coordinating internal and external referral services in French to the community and, when

necessary, acting as an interpreter during exchanges between Francophones and the personnel of other divisions of the Department of Health and Social Services. A second social worker also provides bilingual services to parents who are involved with Family and Children's Services.

The bilingual family support worker continued to work with parents and tots participating in the Healthy Families program in French, and worked with individual families and the French language daycare. The staff member continued to provide a connection with the Child Development Centre and with the community's prenatal nutrition program and offered monthly visits to monitor children development.

The department printed a number of brochures in both French and English including Germbusters, Yukon Tobacco Reduction Strategy, Dental Health, Youth Criminal Justice Act and Yukon's Public Drinking Water Brochure. Other documents translated into French included the Yukon section of the B.C. Health Guide, the Health Planning Forum Workbook and the Yukon Government Report on Early Childhood. Translation of the department's website was also completed.

- Yukon Hospital Corporation

A bilingual French language services coordinator provided minimal promotion and interpretation services at the Whitehorse General Hospital for 2003-2004. BFLS managed to cover only part-time salary costs for this essential service through the five-year Agreement as no funds were made available in the area of health and social services through additional federal funding this year. As a member of the Client Support Team, the coordinator ensured a follow-up on complaints and also provided quality French services such as interpretation, research and personal support to francophone patients.

Communications

All government departments and agencies, including those associated with priority areas, produce bilingual materials such as publications, advertisements, signs and forms. And a number of them see to it that their French-speaking clientele can be served in French. Following are a few examples of what was accomplished in this regard during the fiscal year 2003-2004.

Tourism and Culture

The Department is pleased to offer year-round bilingual services in the Visitor Reception Centre in Whitehorse and bilingual service in the Dawson Visitor Reception Centre during the busy summer season.

Working with the Bureau of French Language Services, the Department contributed funds for a Yukon delegation to attend the National forum on French Canadian cultural development.

Along with BFLS, Tourism and Culture contributed to the Association franco-yukonnaise (AFY) production of a new French promotional tourism leaflet which was distributed at various Tourism shows all over the country and in other parts of the world. This has proven to be a very successful marketing tool for attracting Francophones to the Yukon.

Moreover, the Yukon Beringia Interpretive Centre produced a multilingual brochure describing the interior display panels as well as a French guide for the outside exhibit. The Beringia Centre also employs bilingual interpretive guides throughout the year.

Community Services

French language services continue to be available for all driver and vehicle licensing services available through Motor Vehicles in the Lynn Building, and for information about all government programs and services, in person or by phone, through the Inquiry Centre in the main Administration Building.

The Department also made a contribution to the francophone youth group Espoir Jeunesse to help fund their participation at the Western and Northern Francophone Games as well as the Canadian Francophone Games.

This year a good number of Consumer and Safety Services forms were made into bilingual format.

During 2003-2004, Public Libraries purchased a total of 491 French items for Whitehorse Public Library (WPL) and the traveling paperback collection for community libraries.

Although most of this material circulates from WPL, Yukon community libraries have small collections of reference, non-fiction, children's and adult fiction. Patrons can access all available titles on the public libraries Web site at http://www.gov.yk.ca/depts/community/libraries/index.html

A total of 2903 French items were circulated in Whitehorse Public Library in 2003-2004. This number includes fiction and non-fiction books for adults and children, as well as audio and videocassettes. Additional items were borrowed from community libraries.

WPL subscribes to *Le Devoir*, *La Presse*, *Châtelaine*, *Vie des Arts*, the *Journal of Canadian Studies* (bilingual), *Geo Magazine* and *L'actualité*. *L'Aurore boréale* is available for public browsing in all Yukon government libraries.

The fall 2003 library workshop for community librarians included a session on French resources available through AFY. And in the winter, the Whitehorse Public Library hosted a family literacy puppet show produced by SOFA, the French adult career counseling and training organization, which was very well attended.

Energy, Mines and Resources

On April 1st, 2003 a number of new responsibilities and staff were transferred to the Yukon as a result of Devolution. The department of Energy, Mines and Resources (EMR) took on the role of administering Lands, Forestry and Minerals in the Yukon. New responsibilities included providing bilingual service and information. Although there was limited provision for translation costs in the devolution transfer agreement, EMR continues to provide bilingual services and information with the assistance of the Bureau of French Language Services.

On the EMR web site www.emr.gov.yk.ca each branch home page has been made available in French. French publications were also produced, including Devolution Fact sheets, and a Forestry information folder. The forest discussion paper, *Towards a Forest Policy Framework in the Yukon*, will also be available in French upon request.

EMR continues to use *L'Aurore boréale* for advertising programs, public meetings, consultations and events to the francophone community.

EMR currently has eleven employees who indicate that they are available to offer services in French.

Environment

BFLS continues to work with Environment to ensure hunting, fishing and trapping regulations summaries, three key publications, are available in both official languages.

In partnership with the City of Whitehorse, the Department produced a colour pamphlet entitled *Wildlife in Whitehorse: A guide to Our Natural Areas* which is available in English, French and German.

The Department also published information passports for visitors at the Swan Haven interpretation center at McClintock Bay, an information brochure on Clean Air as well as a Guide to Stocked Lakes. A number of existing publications on campgrounds, bears, Recycling Club and Yukon wilderness were also updated and made available in French.

Executive Council Office

The Bureau of Statistics published several bilingual ads as well as the Yukon and Whitehorse fact sheets in both French and English.

Women's Directorate

After a brief stint as a branch of the Executive Council Office under the previous administration, the Women's Directorate returned to its original status as a stand-alone department on April 1st, 2003. Its French related service consisted mainly of print ads for inclusion in *L'Aurore boréale*, including a Healthy Relationship Quiz in November, 2003, for Woman Abuse Prevention Month.

Legislative Assembly

Through the Elections Office, the Legislative Assembly does ongoing translations for election advertising – elections of school boards and councils as well as of members of the Legislative Assembly.

Finance

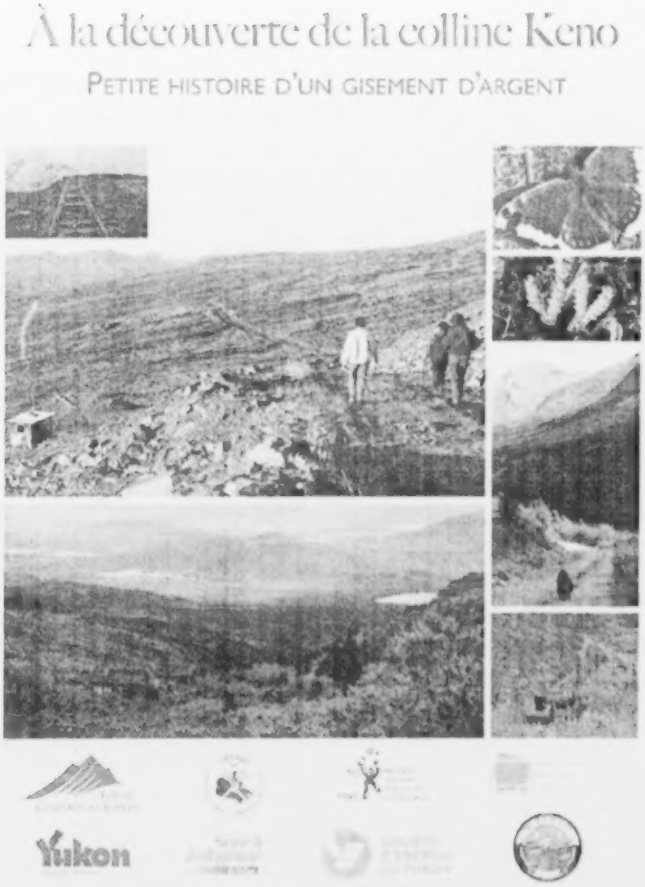
This year, Government of Yukon cheques were given a new look and are now in bilingual form. There are also a number of fuel tax forms which were made available in both official languages.

Public Service Commission

The Public Service Commission (PSC) continues to place bilingual recruitment advertising in local and outside newspapers including *L'Aurore boréale*, when recruiting for bilingual positions. The bilingual advertising is also placed on its employment Web site. The PSC and BFLS have also worked on the standardization of language competencies for bilingual positions to ensure a consistent approach with respect to assessment.

Yukon Development Corporation

The Yukon Development Corporation, in collaboration with Yukon Energy, the Yukon Geology Program, the City of Whitehorse, and BFLS, released the fourth in a series of brochures produced in French, English and German to inform residents and visitors alike of the natural, historical and tourist attractions that can be found in the areas under the Corporation's management. As was the case with its predecessors, this last one, entitled E*xploring Keno Hill – Stories of a silver Deposit*, is as rich from a geological perspective as it is from a strictly tourist point of view.



In addition, BFLS and YDC co-sponsored summer student employees to facilitate interpretative services in French at the Whitehorse Fish Ladder in cooperation with the Yukon Fish and Game Association and for the Yukon Summer Walking Tours offered by the Yukon Conservation Society.

The Yukon Development Corporation also introduced a scholarship for francophone students as a pilot project. The Corporation will award for the first time in 2003-2004, and then again in 2004-2005, a $4,000 scholarship to be paid out over two years to a student whose first language is French.

Yukon Housing Corporation

The Yukon Housing Corporation (YHC) continues to assist francophone clients at the program and technical level with their housing needs. The Corporation also participated at the EnerGuide for Houses National Steering Committee Meeting in Ottawa and has advertised a selection of programs in *L'Aurore boréale*.

YHC produced a twelve-page French insert with Natural Resources Canada and BFLS, which was distributed in *L'Aurore boréale*, at YHC offices and also made available at the 2003 Lake Laberge Lion's Club Trade Show.

Yukon Liquor Corporation

During 2003-2004, the Yukon Liquor Corporation continued its regular public awareness and information program in both official languages on four fronts:

- Signage at selected public arenas and rinks encouraging social responsibility in the consumption of alcoholic beverages;
- Sponsoring rolling T.V. advertisements and notices within government publications (e.g. fishing and hunting guides) encouraging responsible behaviour in the use of alcohol in various recreational settings and activities;
- Encouraging responsible consumption through notices within publications and brochures complementing various public events (e.g. music festivals, Rendezvous) held throughout Yukon; and
- Informing the public through newspapers throughout the year on various operational matters, such as changes in days and hours of customer service.

Conclusion

Government departments and agencies are generally satisfied with the quality of service they receive from BFLS, as well as the services that they offer francophone clients with the help of BFLS.

It was also made evident from discussions during meetings of the Working Committee on French Language Services that, while things are not perfect and there is room for improvement in some areas, Yukon Francophones are satisfied with the services they receive from the Yukon government except when it comes to Health services, although reaching an agreement with Health Canada next year would go a long way to addressing these concerns.

It should be noted that there has been a significant increase of work for the BFSL staff as a result of the coming into effect, on April 1st, 2003, of the Devolution Transfer Agreement. Because no monies have been specifically set aside for BFLS to translate devolution related documents, we have had to closely monitor work requests submitted by the various departments affected by the transfer to determine whether the work requested is devolution related, in which case it is sent outside and billed to the department concerned. This way, we can make sure that the Canada-Yukon Funding Agreement on French Language Services does not end up footing the bill for these expenses.

Fiscal year 2003-2004 was encouraging in that a committee was struck between the Yukon Government and Health Canada to look into long term funding to provide the health services in French to which Francophones are entitled. The French community will be part of these negotiations.

Other positive events took place during this fiscal year that are worthy of note. The first of these events was the completion of the expansion of La garderie du petit cheval blanc project in time for the 2003-2004 school year. The expansion has enabled the French daycare to admit an additional 9 children. This is an excellent example of true partnership between the federal government, the territorial government and the francophone community.

As well, funding was received in March for a special pilot project to hire a Bilingual Website Coordinator. This is a step in the right direction, as it had become almost impossible with the existing resources to keep up with the pace at which departments are developing, putting on line and updating their websites, and thus see to it that the Yukon government is adequately

represented on the Web in French. The increased demand on resources and the huge growth in volume of material to translate due to the increased reliance on the Internet as a means of communications were never envisioned when the last Canada-Yukon Funding Agreement was signed in 1999. The creation of the Bilingual Web Coordinator position will begin to address the shortfall and eventually enable the Yukon Government to have bilingual web sites for most, if not all departments.

The negotiations for the new five-year funding agreements with regard to both Education and French languages services have been deferred to 2004-2005 as the present agreements have been extended by another year. AFY will also be negotiating a new five-year agreement at the same time. The most positive element of this convergence is that the parties responsible for the three agreements have agreed to mandate a team of negotiators made up of a representative from both government departments involved and from the AFY to undertake negotiations with Canadian Heritage. This certainly brings the cooperation between the government of Yukon and the francophone community to a more elevated and promising level.

Statement of expenditures
for the fiscal year ending March 31, 2004

	BUDGETED $	ACTUAL $
CORE CONTRIBUTION		
1. DIRECT SERVICES TO FRANCOPHONES		
a) Salaries and benefits	586,138	576,101
b) Operation and maintenance	209,625	164,881
Subtotal:	**795,763**	**740,982**
2. CONSULTATION WITH THE FRANCOPHONE COMMUNITY AND COMMUNICATION WITH FRANCOPHONES IN FRENCH		
a) Salaries and benefits	436,884	531,699
b) Operation and maintenance	65,913	163,274
Subtotal:	**502,797**	**694,973**
3. EVALUATION OF FRENCH LANGUAGE SERVICES		
Annual Report	3,500	3,628
4. SERVICES TO FRANCOPHONE COMMUNITY BY AFY		
Funded projects	120,000	127,300
5. ECONOMIC INDEPENDENCE OF THE FRANCOPHONE COMMUNITY		
Specific activities	10,000	10,000
TOTAL ALL OBJECTIVES:	**1,432,060**	**1,576,883**
SPECIAL PROJECTS		
Bilingual Web Coordinator	13,500	13,499
Aurore boréale	20,000	20,000
TOTAL FOR SPECIAL PROJECTS	33,500	33,499
AUXILIARY AGREEMENT		
Petit cheval blanc daycare expansion	151,400	153,400
GRAND TOTAL:	**1,616,960**	**1,763,782**
Variance between budgeted & actual amounts		144,822
PORTION OF EXPENSES COVERED BY THE CANADA-YUKON AGREEMENT		
Core Contribution	1,350,000	1,350,000
Special projects	33,500	33,499
Auxiliary agreement	151,400	151,400
PORTION OF EXPENSES ABSORBED BY THE GOVERNMENT OF YUKON	82,060	228,883